



# UCL Academic Manual 2023-24

## Chapter 2: Student Support Framework

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# 1 How to use this framework

## 1.1 Introduction

UCL is committed to providing the support you need in order to make the most out of your studies. The Student Support Framework draws together our main academic support processes under one banner to help you understand the options open to you. The Framework includes the following components:

**This section: How to Use this Framework helps you find your way around the different support options open to you. It includes:**

- Where to find help and advice
- Information about when to use this framework (for example if you are an affiliate, study abroad or placement student)
- Advice on confidentiality and how UCL will look after your data
- Information on providing supporting evidence
- Links to other support options that are available to you.

**The following sections explain how each of the following processes works:**

| <b>Support process:</b>                                       | <b>Use this if:</b>   | <b>What this covers:</b>   |
|---|---|--|
| <b>Short-term Illness and other Extenuating Circumstances</b> | You have a short-term illness, bereavement or other unexpected emergency. | 'Extenuating Circumstances' (often know as 'ECs') are events which are sudden, unexpected, significantly disruptive and beyond your control and which may affect your performance at summative assessment, such as a serious illness or the death of a close relative. You can submit an |

| Support process: | Use this if:  | What this covers: |
|------------------|---|-------------------|
|                  | <ul style="list-style-type: none"> <li>• You observe religious beliefs or cultural customs</li> <li>• You are affected by any form of harassment or discrimination</li> <li>• You are affected by traumatic world events such as war or terrorism</li> <li>• You are a critical worker (e.g. NHS staff).</li> </ul> |                   |

**Exam Adjustments** You need additional support to sit an online or



## 1.2 Help and advice

If you have any questions

## 1.3 Who can use this Framework

This section explains how the Student Support Framework applies to different groups of students.

### 1.3.1 Level of study

1. The Student Support Framework applies to all UCL Undergraduate and Taught Postgraduate students.
2. If you are a Postgraduate Research student,





## 1.4 Confidentiality and Looking After Your Data

1. This section explains how [UCL's Student Privacy Notice](#) applies in relation to the Student Support Framework.
2. There are two main [categories of data](#) which fall under this Student Support Framework:
  - a) **Personal Data:** This is any information which identifies you as an individual. It may include your name, date of birth, nationality or other datapoints which, when combined, identify you.
  - b) **Special Category Personal Data (Sensitive):** This is personal data that is seen as being particularly sensitive and that needs to be processed by organisations with extra care and attention. This includes health data and any medical evidence that you submit when you apply for support. It also covers information about your race, ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, sex life, or sexual orientation.
3. The following table gives some examples of the differences between Personal Data and Special Category Personal Data (Sensitive) in the context of the Student Support Framework:

|                                  | <b>Personal Data</b>  | <b>Special Category Personal Data (Sensitive)</b> |
|----------------------------------|---|---|
| <b>Extenuating Circumstances</b> | <ul style="list-style-type: none"><li>• That you have submitted an Extenuating Circumstances claim</li><li>• The type of mitigation that you have received e.g. deferral, extension</li><li>•</li></ul> |   |





**Interruption of Study**

- 'Category 1' Interruptions do not normally require evidence.
- You will be asked to provide supporting evidence for a 'Category 2' Interruption or an earlier Return Date. This may be medical or non-medical evidence, depending on your circumstances.
- If you are interrupting for reasons related to health and wellbeing, you may be subject to a Return to Study Welfare Review and will be asked to provide medical evidence.

that has been produced within the last 12 months. Please speak to your Student Support and Wellbeing Adviser for more information).

- For Extenuating Circumstances, cover the full the period of time for which you are making a claim.
2. Your medical evidence should cover the following key points. We expect some variation in submissions and it is possible that some of these points will not be relevant to your circumstances:
    - Your full name
    - Date
    - Evidence provider's full name, role, organisation and signature
    - Name of the condition or disability
    - Date of diagnosis
    - Period of time that you have been seeing the practitioner for this condition
    - Length of time that the practitioner expects the condition to last
    - Main symptoms of this condition which could impact on your life or studies
    - Current treatment and medication being undertaken
    - Side effects of any treatments or medication, if applicable
    - For Extenuating Circumstances, a professional evaluation of how the circumstance affects your ability to complete assessments (e.g. are you unable to submit coursework at the current time? Could you complete an exam with additional support such as specialist equipment or rest breaks?).
  3. In order to help your doctor or provider produce evidence that is as thorough and accurate as possible, you may wish to share these UCL regulations with them.
  4. If you are applying for a Summary of Reasonable Adjustments (SoRA) relating to a disability or long-term condition, your Student Support and Wellbeing Adviser may be able to give you an appropriate template to give to your doctor or provider to complete.

### **Returning from an Interruption of Study**

5. If you are required to attend a Welfare Review as part of your return from an Interruption of Study, we also expect your medical practitioner to comment on the following:
  - That your studies will not be detrimental to your health, or your health to your studies
  - Possibility of relapse
  - Arrangements for ongoing support if these are needed
  - Your support network.

### **Specific Learning Differences (SpLD)**

6. To arrange support for students with specific learning differences, UCL requires a full diagnostic assessment carried out by a psychologist with a practicing certificate or a specialist teacher holding an assessment practicing certificate. If you have a partial assessment, such as a 'Form 8' report, then you will be advised to get a full assessment.
7. Please note that there are deadlines for providing evidence for Exam Adjustments – the Exams and Assessments website includes the most up-to-date information.

### **If you have had an appointment with UCL Student Psychological and Counselling Services (SPCS)**

8. UCL Student Psychological and Counselling Services (SPCS) may be able to provide evidence if you have had an appointment with the service. SPCS can only provide evidence covering the period for which you are seeking support and cannot provide evidence retrospectively.

## 1.5.5 Non-medical evidence

1. Non-medical evidence needs to come from an appropriate, independent and verifiable authority such as:
  - A solicitor
  - A midwife or adoption specialist
  - A registrar of births, marriages and deaths
  - An undertaker or coroner
  - A police or fire officer
  - A court or tribunal officer
  - If you are a critical worker, your Programme Leader may be able to provide confirmation of your professional status.
2. Non-medical evidence needs to be:
  - In English - we may be able to consider evidence in another language but this must be accompanied by a certified translation.
  - Recent – which we would normally define as having been produced within the last three months.
  - Independent - we are unable to accept evidence which is produced by a close

## 1.6 Other Support Options

## 2 Short-term Illness and other Extenuating Circumstances



## 2.3 Quick guide: How to apply

**Step 1: Read these**

## 2.4 Before you apply

1. Please note the following important information before making an application.

### **Mitigations available**

2. The EC application form will ask you which type of mitigation you would prefer. This will be used to determine how your request is processed but does not determine the outcome of your request. The type of mitigation offered is at the discretion of UCL, and will take the following factors into consideration:
  - a) The severity of your personal circumstances, and
  - b) Academic need (e.g. type of assessment, discipline, timing of the assessment), and
  - c) The requirements of any Professional, Statutory and Regulatory Bodies, which may not permit some forms of mitigation, and
  - d) Fairness to all students in your year and over time, and
  - e)





| <b> GROUNDS FOR EXTENUATING CIRCUMSTANCES</b>                          |  |                    |
|--|--|--------------------|
| <b>CATEGORY A:</b><br>Circumstances which will normally be considered: | <b>CATEGORY B:</b><br>Circumstances that may be considered where | <b>CATEGORY C:</b> |

## GROUNDS FOR EXTENUATING CIRCUMSTANCES



## 2.6 Mitigations

1. The 'Mitigation Options' table indicates the types of mitigation that are available through these Extenuating Circumstances procedures.
2. The EC application form will ask you which type of mitigation you would prefer. This will be used to determine how your request is processed but does not determine the outcome of your request.
3. You should expect to receive a Category 1 or 2 mitigation. These mainly centre around giving you additional time to complete an assessment. This is usually in the form of either an extension or a 'deferral':
  - a) A deferral is the opportunity to take an assessment as if for the first time and without penalty. Deferrals normally take place at the 'next normal occasion' which is typically the Late Summer Assessment Period. The regulations for deferrals can be found in Chapter 4, Part A, Section 8: Deferred Assessment.
4. In exceptional circumstances, if the Departmental EC Panel agrees that the options in Category 1 or 2 will not provide sufficient mitigation for you, your case may be escalated to the Faculty EC Panel to consider a Category 3 mitigation.
5. In extraordinary circumstances, if the Departmental or Faculty EC Panel agrees that the options in Category 3 will not provide sufficient mitigation for you, your Faculty may make a recommendation to the Director of Education Services or Director of Student Operations as appropriate on behalf of the Vice-Provost (Education and Student Experience) to consider a Category 4 mitigation.

| MITIGATIONS OPTIONS                                   |  |   |  |   |
|---|--|---|--|---|
|   | Assessment Type  | Recommended Mitigation  | Minimum Approval Level                       | Evidence Requirements   |
| <b>CATEGORY 1:<br/>Self-Certified<br/>Mitigations</b> | <u>Controlled Condition Exam</u>                       | 1. <u>Deferral</u> without Tuition to the next normal occasion (typically the Late Summer Assessment Period). | Departmental Extenuating Circumstances Panel | You can self-certify within specified conditions – see <u>Section 2.7: Self-Certification</u> . |
|   | <u>Take-home paper (including 24-hour assessments)</u> |   |  |   |



| MITIGATIONS OPTIONS                              |                 |   |   |                       |
|--|-----------------|---|---|-----------------------|
|  | Assessment Type | Recommended Mitigation  | Minimum Approval Level                                | Evidence Requirements |
| <b>CATEGORY 2:<br/>Evidenced<br/>Mitigations</b> | As appropriate  | 7. Suspension of the <u>Late Submission Penalties</u> .               | Departmental<br>Extenuating<br>Circumstances<br>Panel | Evidence required     |
|  |                 | 8. Coursework extension longer than 1 week.                           |   |                       |
|  |                 | 9. Dissertation/ research project extension longer than 2 weeks.      |   |                       |
|  |                 | 10. <u>Deferral</u> without Tuition: Not at the next normal occasion. |   |                       |

|  |                            |  |
|--|----------------------------|--|
|  | <b>MITIGATIONS OPTIONS</b> |  |
|  | <b>Assessment Type</b>     |  |







## 2.12.2 Faculty Extenuating Circumstances Panels

1. Each UCL Faculty must have a Faculty Extenuating Circumstances Panel (FECP) which operates under the following Terms of Reference:
  - a) To oversee decision-making for all EC claims submitted by students in the Departments under the Faculty's remit.
  - b) To provide Departments with advice and guidance, with a particular focus on the types of mitigation that may be appropriate and/ or restricted in a given discipline or area of professional practice.
  - c) To make decisions on Category 3 claims, and on Category 1 or 2 claims that have been escalated from departments.
  - d) To consider Category 1 and 2 claims where the student has requested that sensitive information is not shared with their department (see [Section 1.4](#)).
  - e) To make recommendations on Category 4 claims to the Director of Education Services or Director of Student Operations as appropriate where necessary and appropriate.
2. The FECP must be constituted as follows:
  - a) The FECP should be chaired by the Faculty Tutor or equivalent. A Deputy Chair must be nominated to stand in for the Chair where necessary.
  - b) In addition to the Chair and Deputy Chair, the FECP must include at least two members of senior faculty staff such as Faculty Graduate Tutors, Programme Leaders, Departmental Tutors and senior Professional Services staff.
  - c) The FECP secretary should be a named member of staff from the Faculty teaching administration team.
  - d) External Examiners must not be members of the FECP.
3. FECPs may 'meet' in person, online or by asynchronous messaging. All decisions must be dated and recorded in writing.
4. 'Meetings' should include a minimum of three members, including either the Chair or Deputy Chair.
5. The Chair or Deputy Chair of the FECP are entitled to take Chair's Action.
6. FECP members who have a personal or professional conflict of interest with any student being considered must withdraw from the discussions about that student.

## 2.12.3 Departmental Extenuating Circumstances Panels

1. Each UCL Department must have a Departmental Extenuating Circumstances Panel (DECP) with the following Terms of Reference:
  - a) To make decisions on Category 1 or 2 claims.
  - b) To escalate claims to Category 3 and 4 where necessary and appropriate.
  - c) To follow Faculty policies and guidance on the types of mitigation that may be appropriate and/ or restricted in a given discipline or area of professional practice.
2. 'Department' may cover local variations such as divisions, institutes, short course providers etc.
3. The DECP must be constituted as follows:
  - a) The DECP should be chaired by the Departmental Tutor. A Deputy Chair must be nominated to stand in for the Chair where necessary.
  - b) In addition to the Chair and Deputy Chair, the DECP must include at least two members of senior Departmental staff such as Programme Leaders, Departmental Tutors (or equivalent) and senior Professional Services staff.
  - c) The DECP secretary should be a named member of staff from the Departmental teaching administration team.
  - d) External Examiners must not be members of the DECP.



d)



## 3 Reasonable Adjustments for Disabilities and Long-term Conditions

### 3.1 What are Reasonable Adjustments?

1. In line with the Equality Act (2010), UCL is responsible for anticipating and implementing 'Reasonable Adjustments' for students with a disability. We do this by working with you to set up a 'Summary of Reasonable Adjustments (SoRA)'.

#### **Help and advice**

2. Help with using these procedures is available from UCL's Student Support and Wellbeing (SSW) team. [Section 1.3.2.8 of the UCL Handbook](#) includes information on the SSW team. [Section 1.3.2.8 of the UCL Handbook](#) includes information on the SSW team.
3. Your Department has a dedicated SoRA Contact. You can get in touch with them if you have any questions or concerns related to your SoRA.

#### **Looking after your data**

4. UCL will look after your data carefully and sensitively. Where your personal information needs to be shared with members of the UCL community in order to facilitate your support, this will be done only with your consent and on a 'need to know' basis (Section 4(a) of the Data Protection Act 2018).



**For your  
assessments**

- Regular coursework extensions
- Extra time in exams and take-home papers
- Rest breaks in exams
- Exam papers in accessible formats, including large print or braille
- Assistive technology in exams such as sitting exams on a PC with assistive software
- A reader or scribe for exams
- Adapted or improved lighting for exams
- Adapted or ergonomic furniture for exams
-

## 3.4 How a Summary of Reasonable Adjustments (SoRA) works

UCL's Student Support and Wellbeing (SSW) team can help you to set up a Summary of Reasonable Adjustments (SoRA).

### **Step 1: Tell us about your disability, long-term condition, neurodivergence or learning difference**

- Let us know when you apply to UCL or during pre-enrolment so that we can put in place the support that you need as soon as possible. We will then send you an invitation to complete an Applicant Support Questionnaire.
- Alternatively, you can contact the SSW team at any stage during your studies to request an appointment.

### **Step 2: Make an appointment**

- An SSW adviser will contact you via email or phone within 10 working days to invite you to an appointment to discuss your support in more detail.

### **Step 3: Provide medical evidence**

- You will be asked to provide medical evidence to ensure that your request for a SoRA is aligned with the Equality Act (2010) – you should send this to your SSW adviser in advance

### **Step 6: Receive confirmation from your Department**

- Once your SoRA is activated, your Department will be able to view it and work out how to make adjustments to individual modules and assessments. Your Department should contact you within 10 working days to confirm arrangements, and may invite you to a meeting to discuss your support.
- If your Department has any queries about your SoRA they should contact the Student Support and Wellbeing team for advice.
- If you are taking modules in another Department, they will also be able to see your SoRA and make appropriate arrangements.

### **Step 7: Work with your Department to ensure your SoRA is supporting you effectively**

- Your Department has a dedicated SoRA Contact. You can get in touch with them for any issues related to your SoRA, including help to understand how your SoRA works, what practical academic support may be available to you, how your SoRA is being implemented, etc. Your SoRA Contact can also liaise between your Department and the SSW team to clarify any uncertainties around your SoRA if these arise.
- If you are having difficulties with the implementation of your SoRA in your Department, you can write to your Faculty Tutor for help and advice.

### **Step 8: Engage with support and keep your SoRA up to date**

- Agreeing a SoRA is just the start of our support for you. Make sure that you make full use of all the support offered to you and stay in contact with the SSW team throughout your studies as they can help to ensure that your SoRA is up to date and supporting you effectively.

### **Step 9: Request regular reviews**

-

SoRA, you are not expected or required to use the Extenuating Circumstances procedure to support your condition.

2. If you have an acute episode or flare-up of a condition and you feel that your SoRA does not provide sufficient mitigation, your first step should be to speak to your Departmental SoRA Contact or a UCL Student Support and Wellbeing Adviser to request a review of your SoRA (see [Section 3.4, Step 9](#)).
3. There may also be occasions where you have another difficulty which is separate from the condition covered by your SoRA e.g. you might experience a bereavement. You can still apply for Extenuating Circumstances if you need shorter-term support for other difficulties.
4. While we will try to put your SoRA in place as quickly as possible, there may be occasions where you need support for teaching events or assessments while you are waiting for your SoRA to be set up. If you are in this position, you should speak to your Departmental SoRA Contact who can liaise with UCL Student Support and Wellbeing to work out whether temporary adjustments can be put in place until your SoRA is confirmed. You should not normally need to submit Extenuating Circumstances to access temporary adjustments.

### 3.5.3 Submitting an EC claim relating to a SoRA condition

1. Any EC claim relating to a condition that is already covered by your SoRA should normally be accompanied by supporting evidence (i.e. it is not normally eligible for self-certification). [Section 1.5: Providing Supporting Evidence](#) includes more information.

#### **First EC claim relating to a SoRA condition**

2. The first time that you submit an EC claim relating to a SoRA condition, the EC approver should consult both your Departmental SoRA Contact and UCL Student Support and Wellbeing, and together agree one of the following:
  - a) Normally, your SoRA should be reviewed to ensure that it covers all aspects of your condition. If SSW feels that you are eligible for additional support, they may amend your SoRA, for example by including adjustments for use in the event of an acute episode or fluctuation, such as access to longer extensions.
  - b) If SoRA amendments are not possible (e.g. there is not enough time to put them in place before the assessment), you may be offered a one-off EC mitigation, if that would be appropriate in the circumstances.
3. Departments can use their Departmental SoRA Statement to advise UCL Student Support and Wellbeing on appropriate adjustments in the subject area to help tailor SoRAs to individual students and expedite the process.

#### **Subsequent EC claims relating to a SoRA condition**

4. If you submit a subsequent EC claim relating to a SoRA condition, a full EC Panel should be convened to discuss the options:
  - a) You should be referred for a more holistic review of your support needs in the form of a Support Plan under the Support to Study Procedure (see [Section 7](#)).
  - b) If the EC Panel feels that a Support Plan is not yet necessary, they may agree to consult both your Departmental SoRA Contact and UCL Student Support and Wellbeing, and together agree whether your SoRA should be amended, for example to include additional adjustments for use in the event of an acute episode or fluctuation, such as access to longer extensions.
  - c) The EC Panel may offer you a one-off EC mitigation, if that would be appropriate in the circumstances.



Leaders are responsible for determining whether the adjustments are possible and appropriate in that environment.

- Faculties or departments may publish local Fitness to Practise policies covering students on professional placements on their programmes. The faculty is responsible for ensuring that these policies are communicated to the students which are affected.

**6. Does my Personal Emergency Evacuation Plan (PEEP) apply if I take a module in another department?**

- Yes, your PEEP applies across the UCL campus and online environments. The Module Organiser in your Teaching Department should find out which students have a PEEP from Portico. They should then work with your Home Department to make sure that appropriate arrangements are put in place. Your SoRA Contact or SSW adviser can also liaise with the Teaching Department.





may affect your performance at summative assessment, such as a serious illness or the death of a close relative". This means that:

- Long-term commitments and responsibilities normally fall under Academic Adjustments (this policy). Examples include day-to-day childcare, regular work commitments, regular medical or maternity appointments, daily prayer, or fasting.
  - Short-term emergencies and unexpected events normally fall under Extenuating Circumstances. Examples might include a breakdown of your normal caring arrangements, complications in pregnancy, or professional clinical emergencies.
2. Your circumstances might not fit neatly into one category – for example if you or your loved ones are experiencing long-term traumatic events such as war, harassment or discrimination you may need to use both Extenuating Circumstances for short-term help and Academic Adjustments for longer( lo)6(n)-3(g)]TJETQq0.000008871 0 595.32 841.92 reW\*nE

**For your  
assessments**

- Using the

## **Study Abroad and Placements**

11. If your programme includes a Study Abroad or Placement element, UCL can provide some additional support but you should make sure that you are aware of the policies and practices of the host institution or organisation.



|                            |  |
|----------------------------|--|
| <b>For online exams</b>    | <ul style="list-style-type: none"> <li>• Extra time</li> <li>• Rest breaks</li> <li>• Assistive technology and software</li> <li>• Sitting a digital exam on paper</li> <li>• Sitting your exam in a venue on campus</li> </ul>  |
| <b>For in-person exams</b> | <ul style="list-style-type: none"> <li>• Extra time</li> <li>• Rest breaks</li> <li>• Exam papers in accessible formats such as large print or braille</li> <li>• Assistive technology and software</li> <li>• A reader or scribe</li> <li>• Adapted or improved lighting in UCL-run venues</li> <li>• Adapted or ergonomic furniture, or a more comfortable chair in UCL-run venues</li> <li>• Food and drink</li> <li>• Sitting a face-to-face exam on a PC</li> <li>• Sitting your exam in a venue on campus</li> </ul> |

### **Calculation of extra time and/ or rest breaks**

3.

## 5.4 Deadline for applications

1. Applications must be received by [UCL Student Support and Wellbeing](#) by **4.00pm BST (UTC -1) three weeks before the Central Assessment Period** in question. Exact dates will be published on the [Exams and Assessments](#) website each year.
2. After the deadline it is unlikely that UCL will be able to put Exam Adjustments in place. However, you may still be eligible for support via [Extenuating Circumstances](#).

## 6 Interruption of Study

### 6.1 Introduction

1. Interruption of Study is for students who wish to take a break from their studies and return at a later date. You can take time out from your studies for a wide range of reasons - you might want to take up an internship or placement, take time out to travel, be planning to have children, or be facing personal challenges which are making it hard to study.
2. These regulations should be read in conjunction with:
  - a) The Interrupting or Withdrawing from your Studies webpage
  - b) Interruptions Guidance for Departments

#### **How to apply**

3. Applications are made via the online form in [Portico](#).

#### **Help and advice**

4. If you need any support with using these procedures, Section 1.2: Help and Advice includes more information.

#### **Confidentiality and looking after your data**

5. UCL will look after your data carefully and sensitively, and your personal information will only be shared with UCL staff on a 'need-to-know' basis. Section 1.4: Confidentiality and Looking After Your Data includes more information.
6. If you are concerned about disclosing sensitive information to staff in your Department, you should contact your Faculty Tutor for advice prior to completing your interruption request.

#### **Supporting evidence**

7. You may be asked to provide medical or other evidence to support your claim. Section



## 6.2.2 Category 2: Interruptions Requiring a Higher Level of Approval

1. Some interruptions require you to submit more detailed information and need to be approved at Faculty level (each of these requirements is explained in more detail below):

### **Category 2a**

A first interruption of more than twelve months but less than two years for a Full Time or Part Time student (interruptions of more than two years are not permitted)

## 6.2.4 Statement of Need and Supporting Evidence (all Category 2 Interruptions)

1. Category 2 interruptions require completion of the Statement of Need section of the Interruption Application Form and you will need to provide appropriate supporting evidence. See the [Interrupting or Withdrawing from your Studies](#) webpage for further details.

### **Flexible/ Modular Students (Category 2c only)**

2. UCL's Flexible Mode of Attendance gives you a period of five years in which to complete your studies, and is specifically designed to enable you to fit your modules around your work, family, caring responsibilities and other commitments, including maternity, paternity, adoption or parental leave. There is a five-year time limit to ensure that students graduating with a UCL degree are in possession of up-to-date knowledge in their subject area. As a result, if you are a Flexible student, you are only able to apply for an Interruption of Study in your final year. You must demonstrate a clear and unavoidable need for the interruption in the Statement of Need section of the Interruption Application Form, and provide appropriate supporting evidence.

### **Repeat Tuition for Academic Reasons (Category 2d only)**

3. Your Department should discuss whether you might need to re-attend any classes for academic reasons. Examples include (but are not limited to):
  - a) If you interrupt part-way through a module
  - b) If a module runs over more than one term
  - c) If a module includes group work
4. If you need to re-attend classes for

## **Deferral with Tuition**

- b) A Deferral **with** Tuition may be needed to cover any lectures, seminars, tutorials, supervision, laboratory sessions or other teaching events in the period leading up to your interruption which have been affected by Extenuating Circumstances (e.g. missed classes, low attendance and/or engagement). You can apply to defer the affected module 'with tuition', which means that you can attend the classes again and take the assessment when you return from interruption, without penalty.
4. On your Extenuating Circumstances application, you should outline your needs and preferences in relation to the type and length of Deferral needed.
5. Interruption Applications cannot be approved until the outcome of your associated Extenuating Circumstances application is known. It is therefore important that you submit any Extenuating Circumstances claims and evidence as quickly as possible.

## **6.4 Other Important Factors to Consider When Applying**

1. You should read the following carefully and discuss any of the issues which apply to you when you meet with your Department. The online Return to Study Plan includes prompts to guide you through these issues:

### **Professionally-accredited programmes**

2. Many UCL programmes are accredited by Professional, Statutory or Regulatory Bodies which have their own criteria and requirements for interrupting which may mean that some options are not available to you. Departments must ensure that any such requirements are discussed with you when you meet.

### **Students on Study Abroad or Placement**

3. If you are on a Study Abroad or Placement you are able to interrupt but UCL cannot guarantee that you will be able to return to a Study Abroad/ Placement on your return to study. If suitable arrangements cannot be made, you may be required to transfer to an alternative programme without a Study Abroad/ Placement requirement, as a condition of interruption.

### **Maternity, paternity, adoption or parental leave**

4. There are additional entitlements and requirements which apply if you are interrupting for maternity, paternity, adoption or parental leave. UCL's [Support for Pregnant Students](#) policy provides more information as well as sources of advice.

### **Students holding a Student Visa**

5. If you hold a Student Visa you must leave the UK for the duration of any interruption and re-apply for a new visa in order to return to UCL. You must comply with visa requirements to safeguard your immigration status and future entry to the UK. UCL is legally required to notify the immigration authorities of any changes to your status. Further information is available from the

2. If you are unable to make an application for yourself, your next of kin (e.g. parent, partner) may submit a request on your behalf. A member of staff can assist you or your next of kin in completing an application, but they are not permitted to submit a request without your consent.
3. When your Department receives your application and supporting documentation you will be invited to a meeting (in person, online or on the phone) with your Departmental Tutor, Departmental Graduate Tutor or Programme Leader (the 'Departmental Approver') to discuss your interruption, and agree your Return to Study Plan.
4. Following the meeting, you should complete and submit your online application and any supporting evidence, and ensure that you submit any applications for Extenuating Circumstances that you wish to make (see [Section 6.3](#) above).

## 6.6 Date of Interruption and Return

### **Date of Interruption**

1. Your Date of Interruption will be the date on which the highest level of required approval is given. It is the date which will be formally recorded in UCL's student records and communicated to the Student Loans Company and other funding bodies, as appropriate for the individual student.
2. Your Date of Interruption must not be back-dated. If your tuition, attendance and/or engagement has already been affected by Extenuating Circumstances, you must separately submit an Extenuating Circumstances claim as described in [Section 6.3](#).
3. Unless a Deferral has been approved via the EC process, you must complete any assessments due before your Date of Interruption. The marks from such assessments will be carried forward.
4. Where the primary purpose of interruption is to avoid assessments (e.g. undergraduate students wishing to interrupt after term 2), your Department may require you to complete the Statement of Need section of the online application and may ask you to submit an Extenuating Circumstances claim and evidence. If the EC is not approved, you must take the assessments and any interruption will commence at the start of the following academic session.

### **Date of Return**

5. Your Date of Return must be recordQq0.1auRetu



## 6.8 During Interruption

1. You are expected to discontinue your studies whilst on interruption.
2. As an interrupting student, you are not an enrolled UCL student and you do not have access to the full range of UCL services and resources.
3. As an interrupting student, you will retain your access to many UCL digital resources (including email and digital resources in the Library) but you may find that you are removed from Moodle courses until you re-enrol. Access to the Library, with limited borrowing rights, is available on request.

## 6.9 Preparing to Return: Three Months Before

1. Three months before your Return Date, UCL Student Records will notify you, your Department, your Faculty and relevant sections of Student and Registry Services to initiate the return to study process and commence the following actions:
  - a) You will be asked to confirm your intention to return to UCL, no later than one month before your recorded Return Date.
  - b) Upon confirmation of your intention to return to study you will have your access to UCL facilities and services reinstated for three months before your return date so that you can start to re-engage with your programme team, module organisers and other students. During this three-month period you must not attend formal taught sessions, laboratories or similar activities and will not receive formal teaching. However, you may seek advice on academic matters and attend staff office hours.
  - c) If a Welfare Review is a condition of your return to UCL, Student Support and Wellbeing will contact you to arrange a date and time to meet (in person or online) (see [Section 6.10](#)).
  - d) UCL Student and Registry Services will:
    - i. Inform you of when and how to re-enrol.
    - ii. Inform you of the appropriate tuition fees, and how to make payment, apply for necessary funding or provide evidence of sponsorship.
    - iii. If applicable, provide advice about arranging a visa for your

3.





the process, do not respond to communications or do not attend a meeting, your Faculty Tutor (or their nominee) may require you to attend a Mandatory Faculty Interview under the procedures in [Chapter 6, Section 4](#).

## 7.2 If there is an immediate risk of harm

### **Crisis support**

If you are in immediate danger of hurting yourself or others:

- Go directly to the **Accident & Emergency (A&E)** department of [your local hospital](#) to get help.
- [Camden and Islington's Mental Health Crisis Assessment service](#) at St Pancras Hospital is nearest to UCL's main campus.
- Call **999** to request an ambulance if you are unable to reach the hospital yourself.

If you are feeling distressed and need urgent support:

- Contact your GP surgery to request an emergency appointment.
- If your GP surgery isn't open, call the free NHS out-of-hours medical line on **111** for help accessing the right services.
- You can call the [Samaritans](#) on



|  |  |
|--|--|
|  | <p>This may be higher than the <u>minimum attendance/engagement requirement</u>.</p> <ul style="list-style-type: none"> <li>• To make an <u>assessable attempt</u> at formative and summative assessments.</li> <li>• Where appropriate, to follow the Extenuating Circumstances procedures to obtain an extension or a deferral in advance of any assessments affected by adverse circumstances.</li> <li>• To complete additional work to ensure sufficient coverage of the syllabus.</li> <li>• To complete '<u>Understanding Academic Integrity</u>', UCL's online and self-paced course designed to help you develop good academic practice.</li> <li>• To complete an Academic Writing in English or English Language Skills for Academic Purposes course.</li> <li>• To <u>provide evidence</u> of continuing medical or specialist treatment.</li> </ul> |
|--|--|

3. All UCL programmes require you to reach specific academic standards in order to be awarded a UCL qualification. Some programmes also have Fitness to Practise requirements or Professional Competency Standards (e.g. for clinicians or teacher training). UCL cannot reduce or change our academic or professional standards, but we can provide additional support to help you attain them.

### **Setting up a Support Plan**

4. The Support Plan 'Author' will normally be your Departmental Tutor. Support Plans may also be set up by your Faculty Tutor or their nominee, or the Vice-Provost (Education & Student Experience) or their nominee.
5. Support Plans should be set up in a meeting between you and the author, which may be in person or online. The author may invite your Personal Tutor, Student Adviser or another appropriate member of departmental staff to attend the meeting. You may invite a friend, who should be a member of staff at UCL, Students' Union Adviser, or a student currently registered at UCL.
6. At the meeting, you will be given the opportunity to discuss your difficulties and the steps which you, your Department and your Faculty might be able to take to support you.
7. Templates are available to departments to help them write an effective plan.
8. The Support Plan must specify a duration and when your progress will be reviewed.
9. Support Plans should be sent to you as soon as possible and no more than ten working days after your meeting with the author.
10. If you do not engage with the process, do not respond to communications or do not attend a meeting, your Faculty Tutor (or their nominee) may require you to attend a Mandatory Faculty Interview.

## **7.4 Stage 2: Reviewing Your Support Plan**

1. Your Support Plan will be reviewed at an appropriate point in time to ensure that it is supporting you effectively. Departments should aim to schedule the review around four weeks (and no more than eight weeks) after the Support Plan is first set up.
2. The review should take the form of a meeting between you and the author, which may take place in person or online. The author may invite your Personal Tutor, Student Adviser or another appropriate member of departmental staff to attend the meeting. You may

invite a friend, who should be a member of staff at UCL, Students' Union Adviser, or a student currently registered at UCL.

3. The review meeting will lead to one of the following outcomes:

## **Setting up a Support to Study Panel**

2. The Secretary of the Support to Study Panel should let you know of the decision to hold a Panel as early as possible:
  - a) If you are referred via a Support Plan, you should receive notice within fifteen working days of your Support Plan Review Meeting.
  - b) If you have a Direct Referral from your Faculty Tutor (or their nominee) i.e. without a Support Plan

## **Panel membership**

12. The Panel will include:

- a) A Faculty Tutor (or equivalent) from another faculty, who will be Chair of the Panel;  
and
- b) A Sabbatical Officer of the Students' Union UCL; and
- c) The Director of Student Support and Wellbeing or their nominee; and
- d) The Director of Education Services or their nominee (who may act as Chair if required).

13. The quorum (minimum number of members present) for the Support to Study Panel is four, which must include the Chair or their nominee.

14.

|           | <b>Outcome</b>                                  | <b>What this means</b>  |
|-----------|---|---|
| <b>1.</b> | <b>New Support Plan</b>                         | <ul style="list-style-type: none"> <li>• All students who are continuing their studies at UCL should have a new Support Plan put in place to provide continued support.</li> <li>• Relevant regulations: <a href="#">Section 7.3: Support Plans</a>.</li> </ul> |
| <b>2.</b> | <b>Any Extenuating Circumstances mitigation</b> | <ul style="list-style-type: none"> <li>• The Panel may offer you a78.56 27.96 0.48 ref*12 Tftion</li> </ul>   |

| <b>Outcome</b>             | <b>What this means</b>  |
|----------------------------|---|
| <b>specified module(s)</b> | <ul style="list-style-type: none"><li>• The marks for a Deferral of a first attempt will be uncapped; the marks for a Deferral of a second attempt will be capped at the Pa3e uncapped;</li></ul> |



|  | Outcome | What this means  |
|--|---------|--|
|  |         | <ul style="list-style-type: none"> <li>• You should be invited to attend an informal meeting with your Personal Tutor or another member of staff in your Department to help you complete a <u>Return to Study Plan</u> in Portico. This meeting is designed to help you think through the implications of interrupting – for example on fees, funding, visas, accommodation etc. - and to make sure there is a plan in place to make your return to UCL as smooth as possible.</li> <li>• Once the Mandatory Interruption is confirmed, you will be subject to the regulations in <u>Sections 6.8 to 6.11: Interruption of Study</u>.</li> <li>• Relevant regulations: <u>Section 6: Interruption of Study</u></li> <li>• Student guidance: <u>Interrupting or withdrawing from your studies</u>.</li> </ul> |

**10. Mandatory Change of Mode of Attendance**

|  | <b>Outcome</b> | <b>What this means</b> |
|--|----------------|------------------------|
|--|----------------|------------------------|



## 7.9 Flow Chart: Support to Study Procedure

# 8 Academic Flexibility for Elite Athletes

## 8.1 Introduction

1. This policy provides guidance and support for students who, while pursuing a degree at UCL, are also maintaining active participation as elite athletes in their respective sports. UCL acknowledges the unique challenges faced by these students and aims to facilitate their academic and athletic pursuits in a balanced manner.

## 8.2 Who is an Elite Athlete?

1. Each year Students' Union UCL support a cohort of students through the TeamUCL Elite Athlete Support Programme. The Programme aims to support the aspirations of UCL students in achieving National and International sporting success, whilst balancing their studies at a world-leading University. This policy applies to all students that are enrolled on the TeamUCL Elite Athlete Support Programme.

## 8.3 Our Commitment to You

1. We aim to support you in two key areas:
  - **Assessment Flexibility:** If your sporting commitments, like international team selection or major competitions, clash with your academic assessments, your department may be able to offer flexible arrangements such as a deferral of assessment, or an alternative assessment.
  - **Pacing Your Degree:** Your department will support you to explore options if your sporting commitments necessitate a change in mode of study or a break from studies.
2. Support Measures for You:
  - **Your Departmental Tutor:** Your Departmental Tutor is available to provide personalised guidance.
  - **Flexible Assessments:** Depending on the nature of your assessment you may be permitted to; defer your assessment, takeosess8(, )-/Lan-9 Tm-3( )8r as3(ta)-5(k)871 0 40 0

